
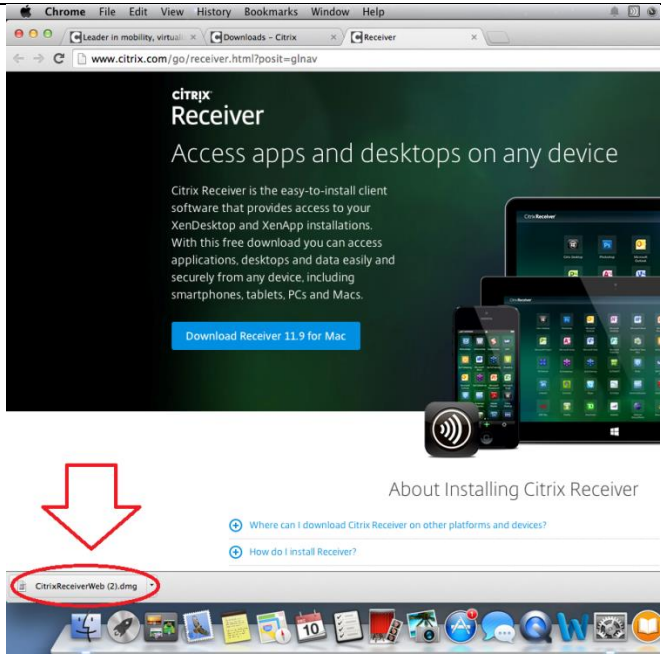

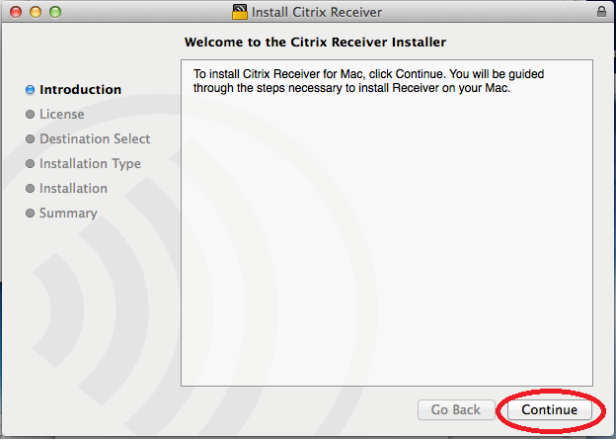
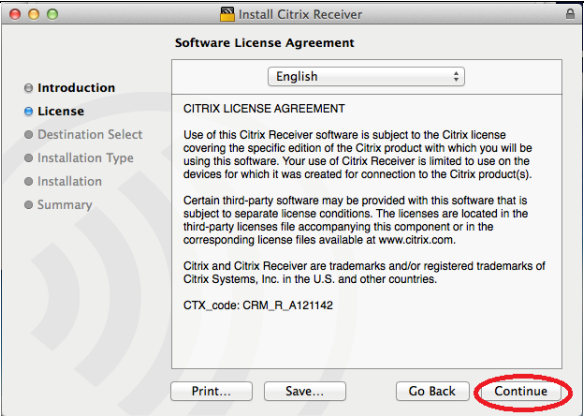
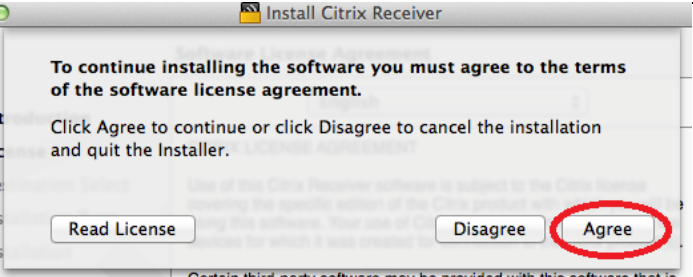


User Guides for Global OpenNet (GO) Setup for MAC

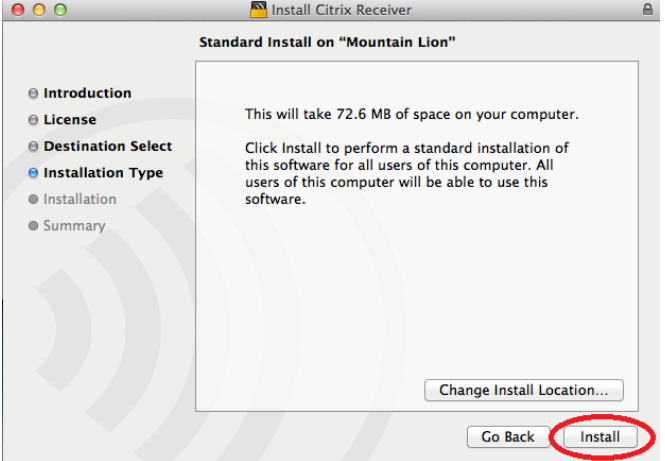
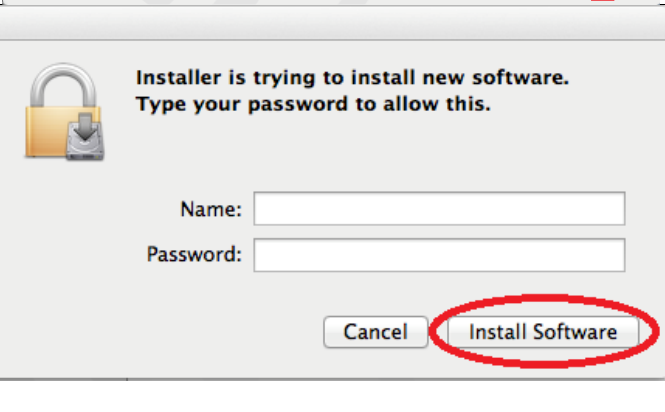
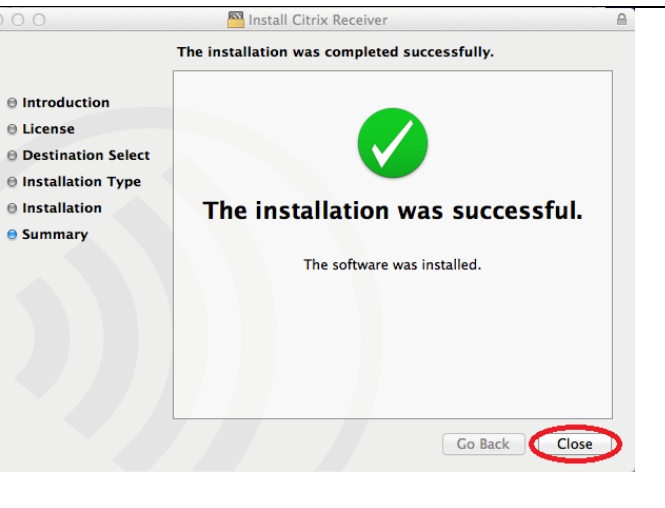
Installing Citrix for Mac

Steps	Screen
1) Go to: http://receiver.citrix.com .	
2) Click on Download Receiver .	
3) On the bottom left hand corner of your computer screen, the Citrix Download should appear. Click on that to begin the download.	

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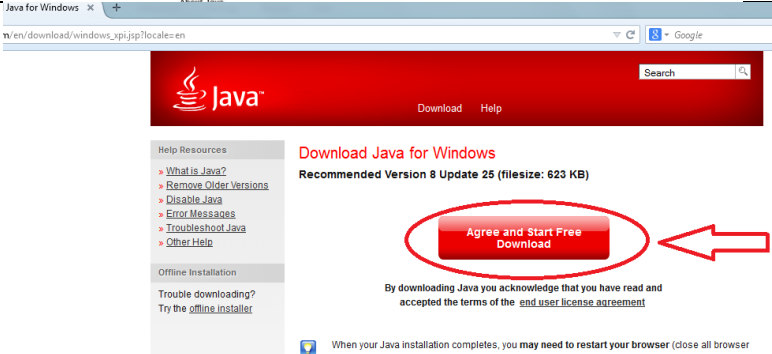
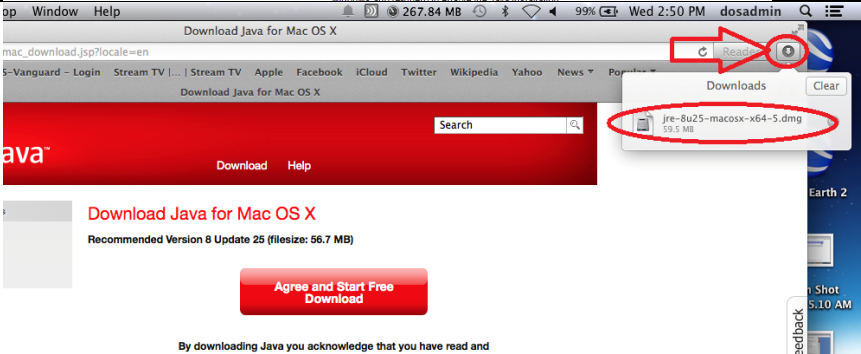

<p>4) The Citrix Receiver should pop up. Double click on the Install Citrix Receiver icon.</p>	
<p>5) Click Continue.</p>	
<p>6) Click Continue.</p>	
<p>7) Click Agree.</p>	

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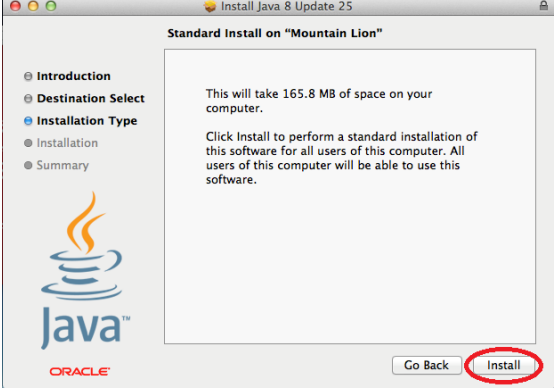
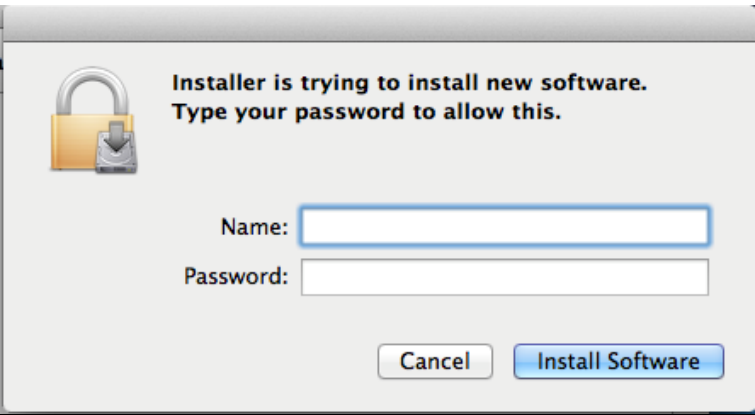
8) Click Install .	
9) Citrix will then prompt you to enter the password to your Mac computer. Then click Install Software .	
10) Click Close .	
You have successfully installed Citrix. Restart your computer to ensure a successful installation.	

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Installing Java for Mac


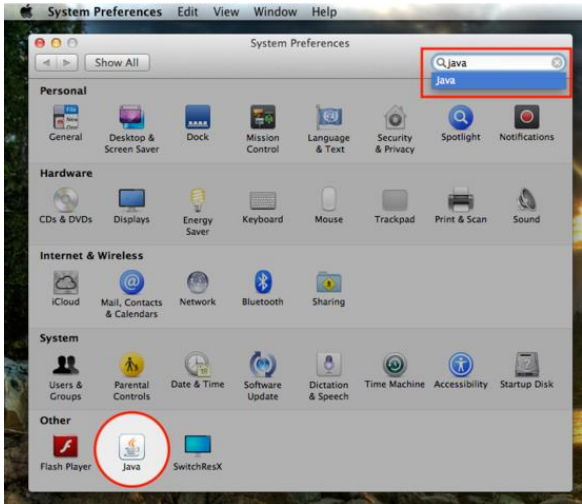
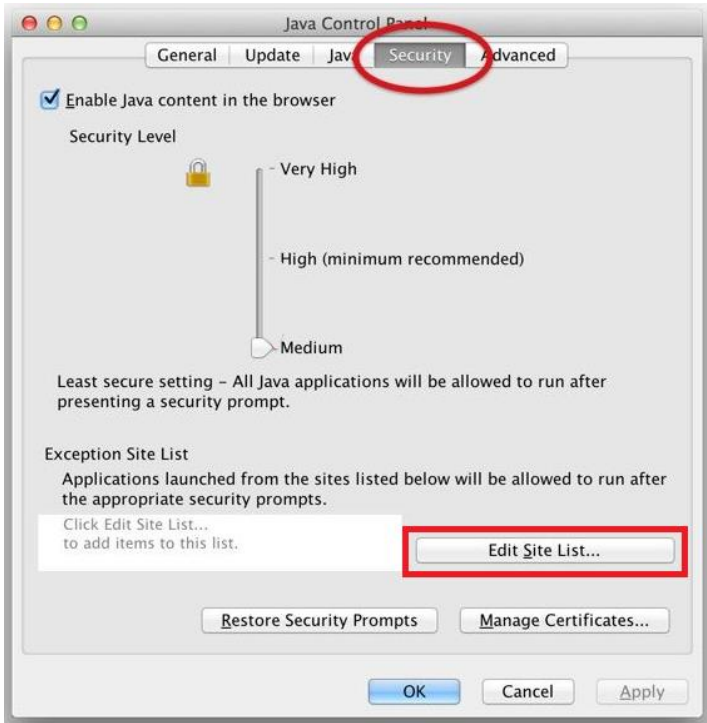
Steps	Screen
1) Go to www.java.com and click on Free Java Download .	
2) Click on Agree and Start Free Download .	
3) On the upper right hand corner of the browser, click on the arrow that is pointing down. Then click on the most recent download.	
4) The Java update will appear with instructions to Double Click on the Icon to Install . Go ahead and double click this icon.	

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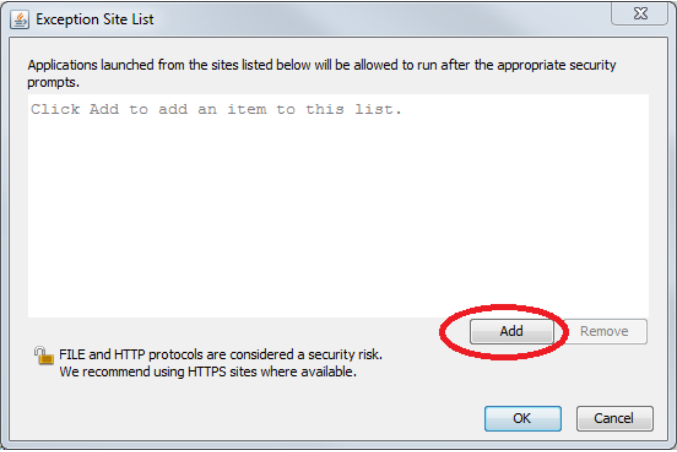


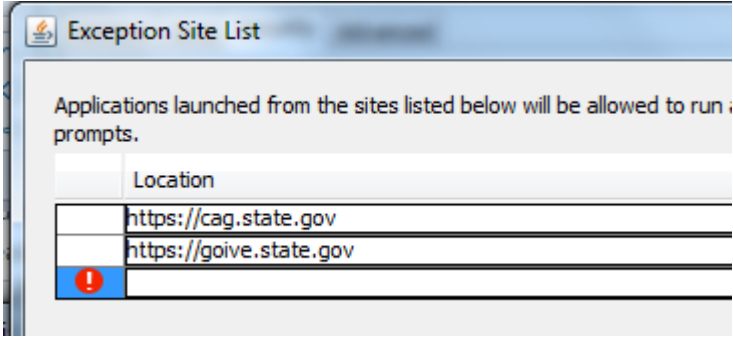
<p>5) Under the Introduction tab: Click Continue.</p> <p>6) Do the same under the Destination Select tab. Click Continue.</p>	
<p>7) Under the Installation Type tab, click Install.</p>	
<p>8) The system will then prompt you to enter your Mac info and password. Enter this information in the field below, click Install Software.</p>	
<p>You have successfully installed Java. Click Close. Restart your computer to ensure that the program has successfully been installed.</p>	

User Guides for Global OpenNet (GO) Setup for MAC

Configuring Java on Mac

Steps	Screen
1) On the upper left hand side of the screen, click on the Apple logo then select System Preferences .	
2) Once System Preferences is open, type in "Java" into the search bar to locate the Java icon. Click on the Java icon. This will open the Java Control Panel.	
3) In the Java control panel, click on the Security tab. On that screen, click on Edit Site List .	

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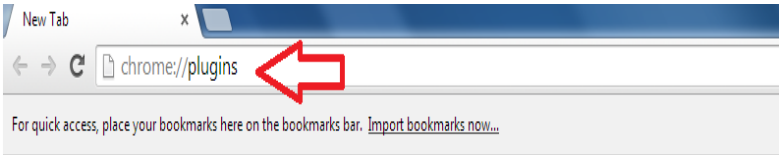

Steps	Screen
<p>4) This will bring you to the Exception Site List. Now click on Add.</p>	
<p>5) In the field where the  is located type in the following and click Add:</p> <ul style="list-style-type: none"> a) <code>https://cag.state.gov</code> b) <code>https://goive.state.gov</code> c) <code>https://go.state.gov</code> <p>(Note: If these links are entered correctly, the  will disappear from those links.)</p>	
<p>6) Click OK. Now your java has been successfully configured</p>	

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Configuring Plug-Ins



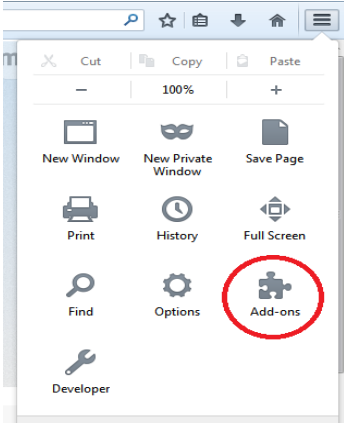
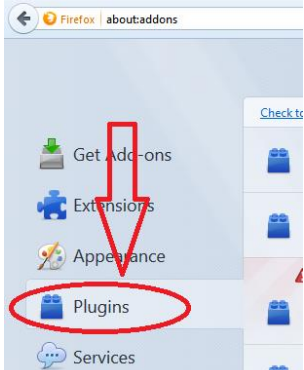
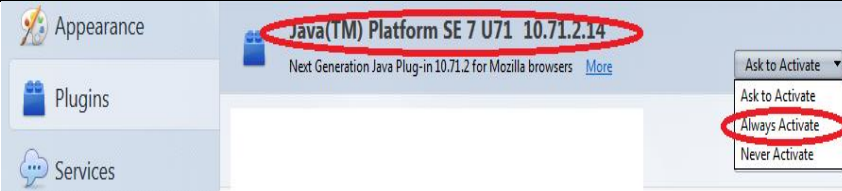
User Guides for Global OpenNet (GO) Setup for MAC

Configuring Plug-Ins on Chrome

Steps	Screen
1) Open Chrome.	
2) In the address bar, type in the following: chrome://plugins and press enter.	
3) Locate the Citrix Receiver Plug in and Java(TM) . Click the option Always allowed for both.	
4) Next, type: chrome://flags/#enable-npapi in the URL bar Click the Enable link for the Enable NPAPI configuration option Click the Relaunch button that now appears at the bottom of the configuration page	
For instructions and more information regarding this workaround please go to: https://java.com/en/download/faq/chrome.xml#npapichrome	
You may close the browser now and the settings will be saved.	


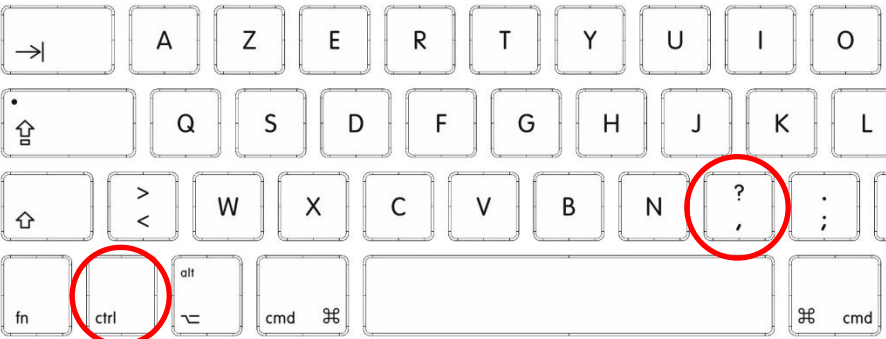
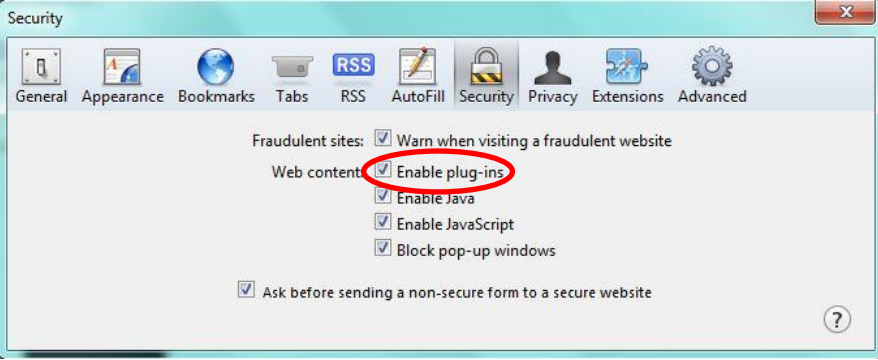
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Configuring Plug-Ins on Firefox

Steps	Screen
1) Open Mozilla Firefox.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	
3) A drop down menu will appear, select the icon that says Add-Ons .	
4) On the left side, click on the tab Plugins . A list of all of your plugins will appear.	
5) Locate the plugin Java (TM) Platform and set the plugin to Always Activate .	
6) Repeat this process for any plugins with the word Citrix .	
You may close the browser now and the settings will be saved.	


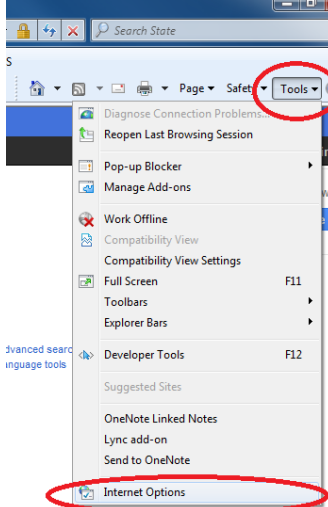
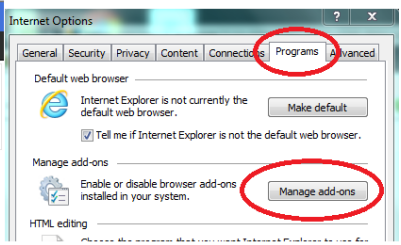
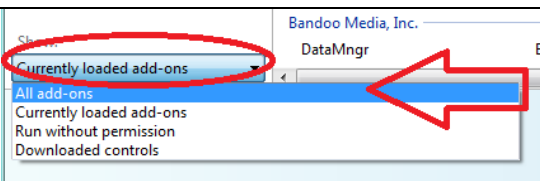
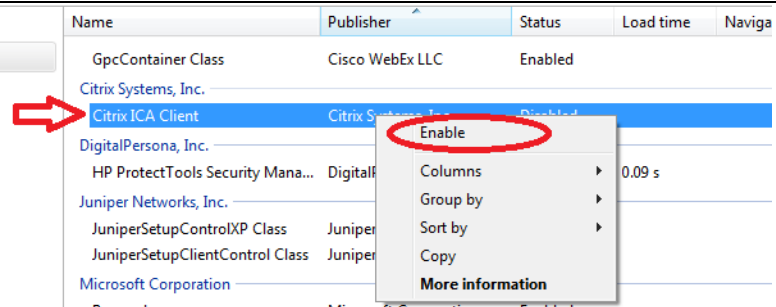
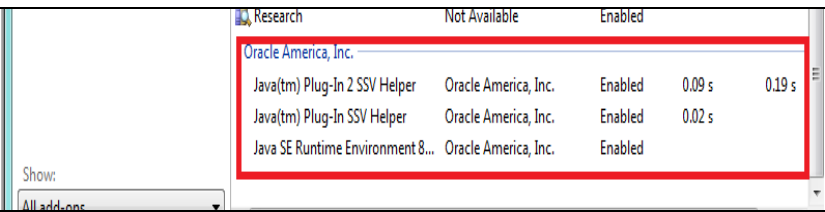
User Guides for Global OpenNet (GO) Setup for MAC

Configuring Plug-Ins on Safari

Steps	Screen
1) Open the Safari Browser.	
2) Press the Ctrl key & comma (,) to open up the preferences menu on Safari.	
3) Click on the Security tab. Under the Security Tab, check Enable plug-ins .	
Click Done . Your Java and Citrix settings are now configured.	

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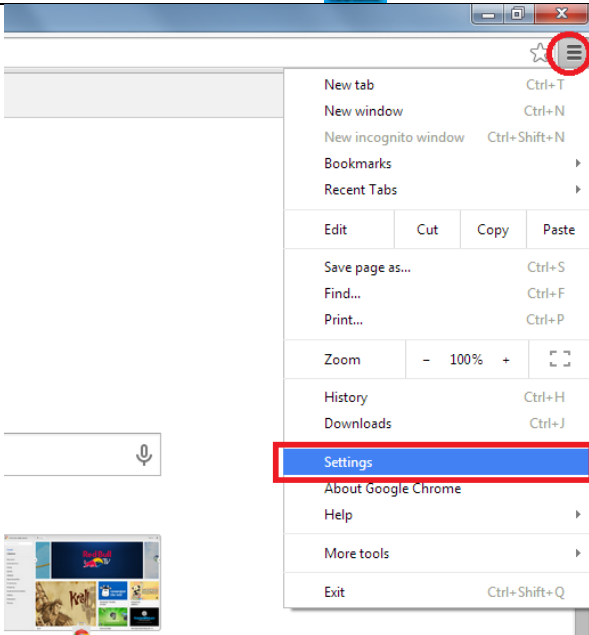
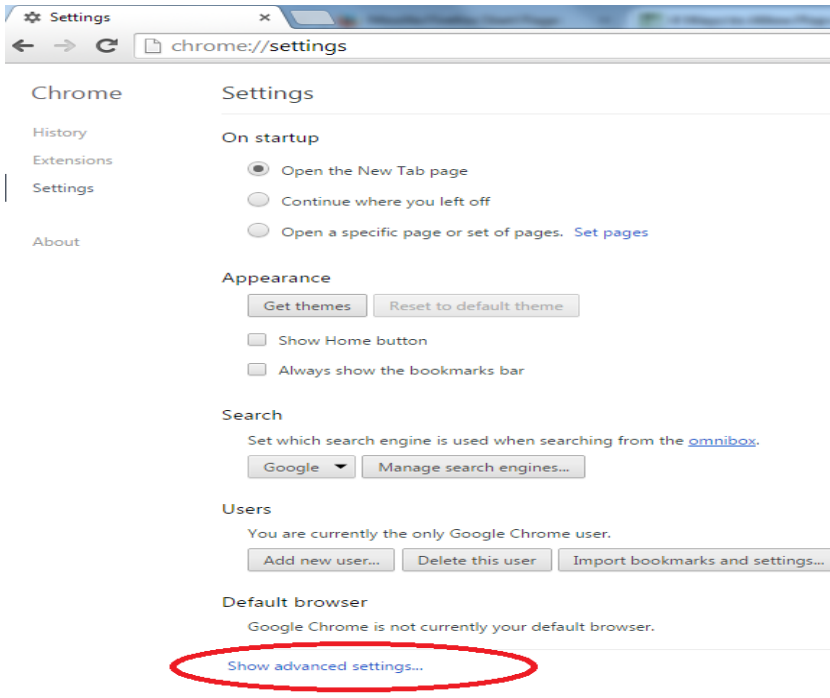
Configuring Plug-Ins on Internet Explorer

Steps	Screen
1) Open Internet Explorer	
2) On the upper right hand corner of the browser, click on Tools . A drop down menu will appear. Select Internet Options .	
3) Click on Programs and then click on Manage Add-Ons	
4) Once the Manage Add-on page loads, make sure that the <i>Currently Loaded Add-ons</i> is changed to All Add-ons .	
5) Locate anything that says Citrix (or Citrix ICA Client) . Right click on Citrix ICA Client, and click on Enable .	
6) Repeat the same process (Right click and Enable) on all Java (Java TM/SE/etc.)	
Click Close to close out of Manage Add-Ons. Click OK to close out of Internet options. You may close the browser now and the settings will be saved.	

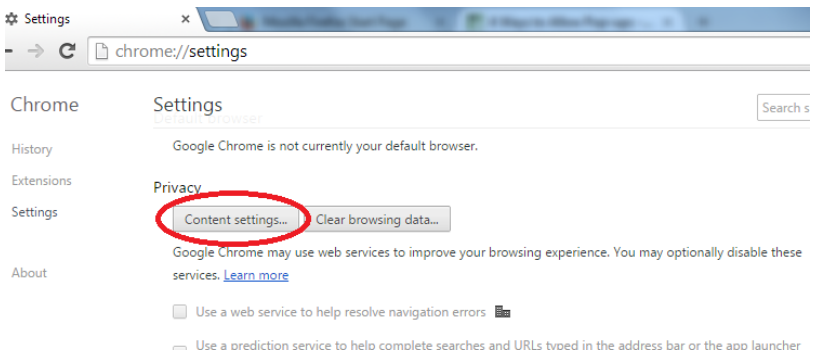
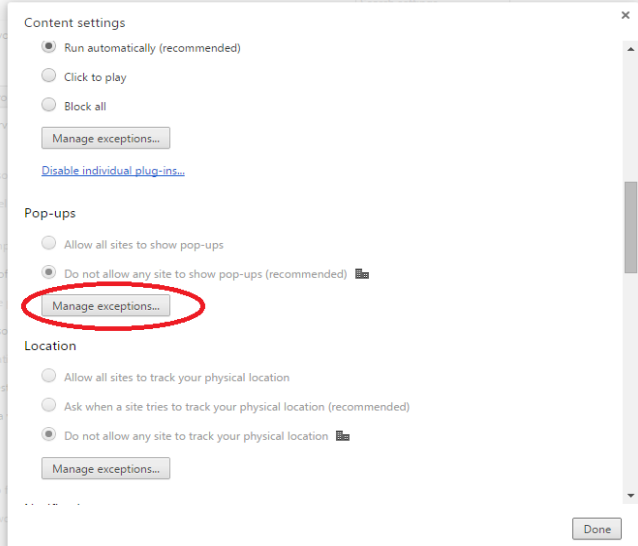
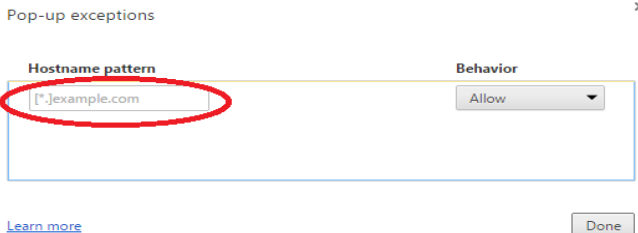
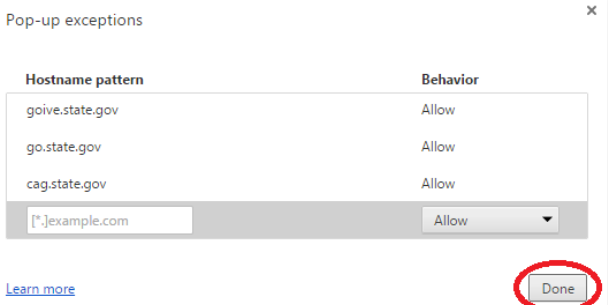
Disabling Pop-Ups

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Disabling Pop-Ups for Chrome



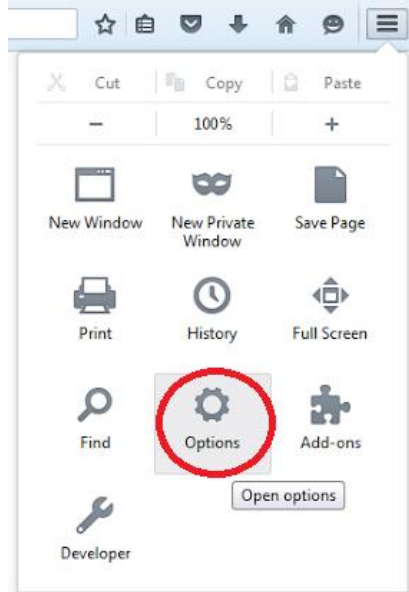
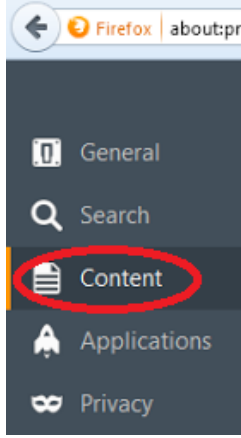
Steps	Screen
1) Open the Google Chrome browser.	
2) On the upper right hand corner, open the Menu button () then click Settings .	
3) Under Settings , scroll down and click on Show Advanced Settings...	

User Guides for Global OpenNet (GO) Setup for MAC

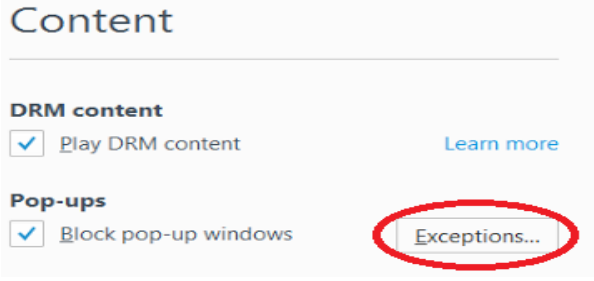
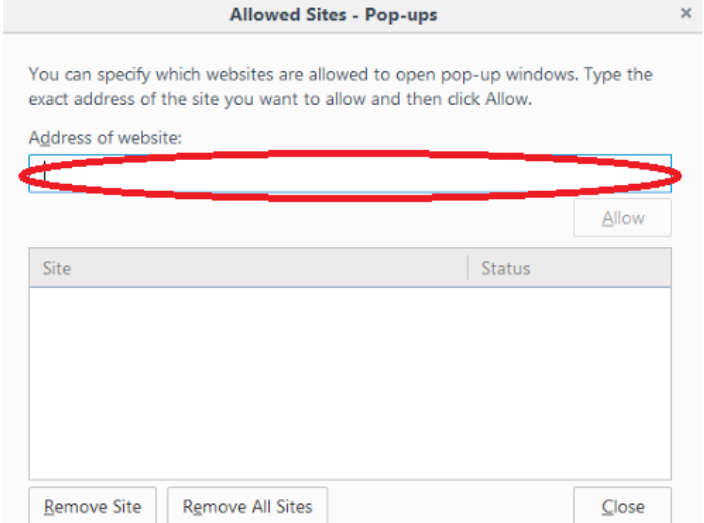
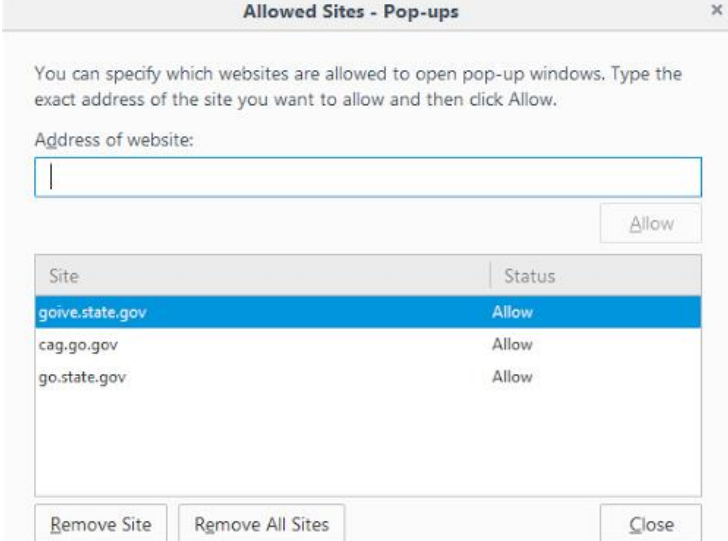
<p>4) Under Privacy, click on Content Settings.</p>	 A screenshot of the Chrome Settings page. The 'Privacy' section is expanded, and the 'Content settings...' button is circled in red. Other buttons like 'Clear browsing data...' and 'Manage exceptions...' are also visible.
<p>5) The content settings menu will open. Scroll down to Pop-Ups and click Manage exceptions...</p>	 A screenshot of the 'Content settings' dialog box. The 'Pop-ups' section is selected, and the 'Manage exceptions...' button is circled in red. Other options like 'Run automatically (recommended)', 'Click to play', and 'Block all' are visible.
<p>6) In the field [*.]example.com, enter the following and press enter: a) https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov</p>	 A screenshot of the 'Pop-up exceptions' dialog box. The 'Hostname pattern' field is circled in red and contains the text '[*.]example.com'. The 'Behavior' dropdown is set to 'Allow'.
<p>7) The pop-up exceptions list should look like this. Then click Done.</p>	 A screenshot of the 'Pop-up exceptions' dialog box. It shows a list of exceptions with 'goive.state.gov', 'go.state.gov', and 'cag.state.gov' all set to 'Allow'. The '[*.]example.com' entry is at the bottom. The 'Done' button is circled in red.
<p>Exit out of the menus and browser.</p>	

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Disabling Pop-Ups for Firefox

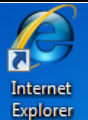
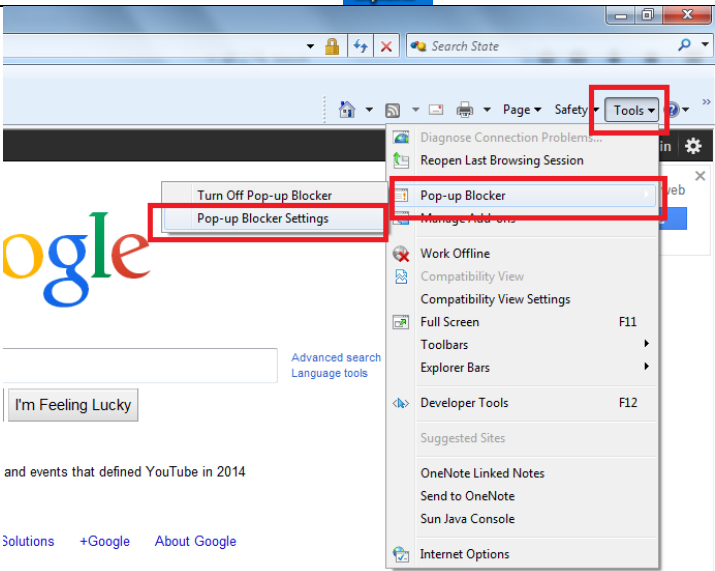


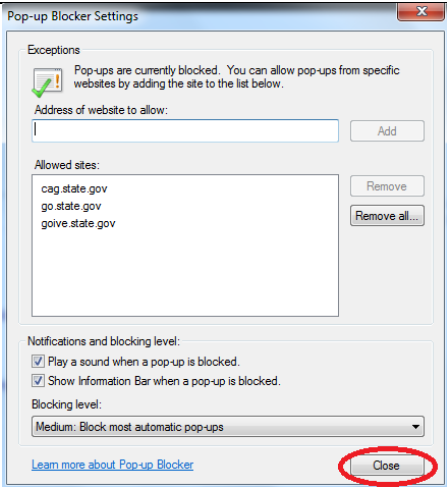
Steps	Screen
1) Open the Firefox Browser.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	
3) A drop down menu will appear- select the icon that says Options .	
4) On the left hand side, tabs will appear. Select Content .	

User Guides for Global OpenNet (GO) Setup for MAC

<p>5) While you are in contents, click Exceptions – located next to Pop-Ups</p>	
<p>6) The Allowed Site- Pop Ups menu will appear.</p> <p>In the field Address of Website, enter the following then click Add:</p> <p>a) https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov</p>	
<p>7) A list of allowed sites should appear like so. Click Close.</p>	
<p>Exit out of the Options menu.</p>	

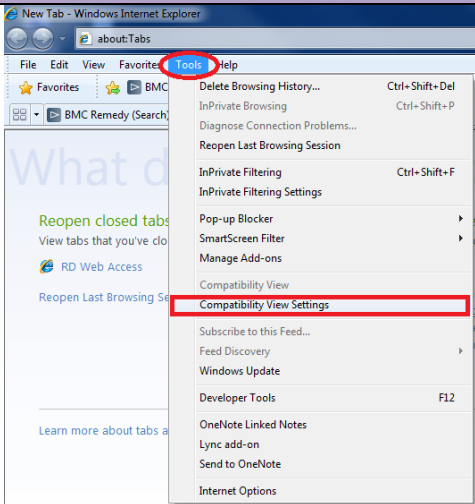
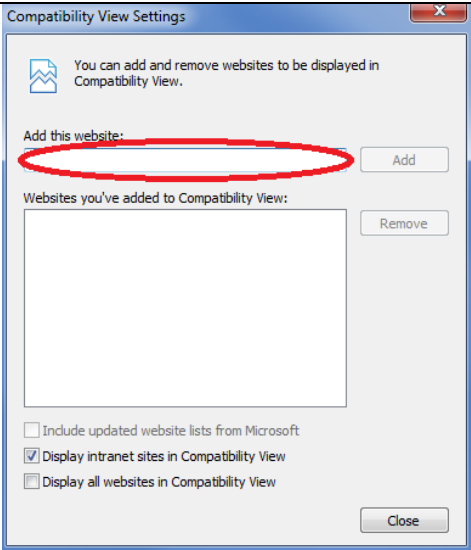
User Guides for Global OpenNet (GO) Setup for MAC

Disabling Pop-Ups for Internet Explorer

Steps	Screen
1) Open up Internet Explorer.	
2) At the top of browser, click on Tools . Then click on Pop-up Blocker . Then click Pop-up Blocker Settings .	
3) This will open the Pop-Up Blocker Window.	
4) In the field that says Address of websites to allow , enter the following then click Add : a. https://go.state.gov b. https://cag.state.gov c. https://goive.state.gov	
5) Once completed, a list of allowed sites should appear like so. Then, click Close .	
6) Close out of the browser.	


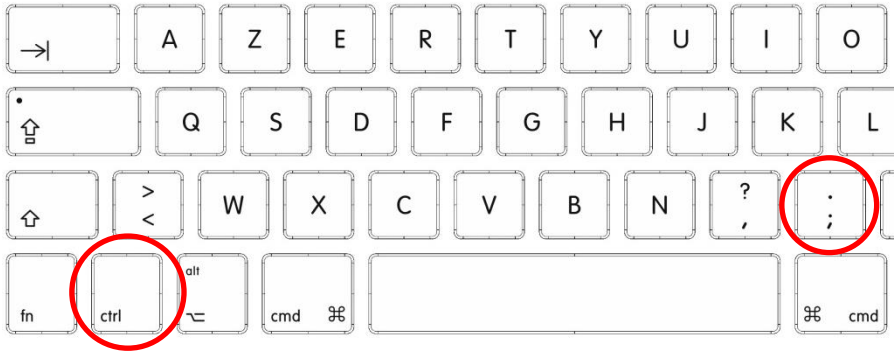
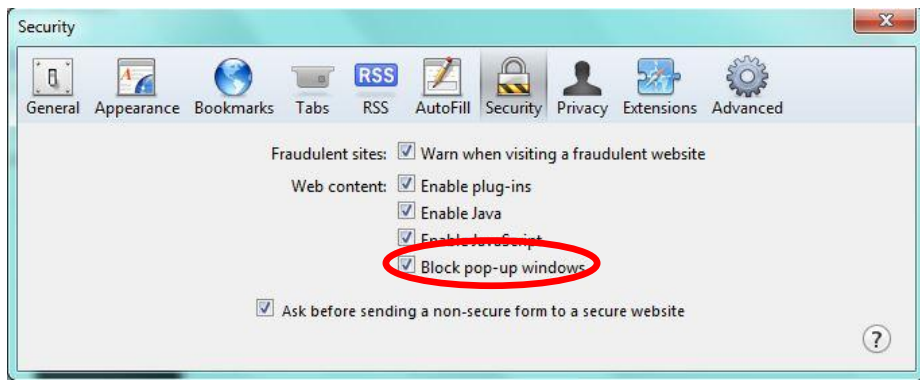
User Guides for Global OpenNet (GO) Setup for MAC

**** In the event, that you do not have a successful log on to GO using Internet Explorer, please follow these steps:****

Steps	Screen
1) Open internet explorer. On the top left hand corner of the browser, select Tools . A drop down menu will appear. Select Compatibility View Settings .	 A screenshot of the Windows Internet Explorer browser window. The 'Tools' menu is open, showing various options. The 'Compatibility View Settings' option is highlighted with a red rectangle.
2) In the field that says Address of websites to allow , enter the following then click Add : a. https://go.state.gov b. https://cag.state.gov c. https://goive.state.gov *Note: All of these individual links will appear under “ state.gov ” under <i>Websites you’ve added to Compatibility View</i> .	 A screenshot of the 'Compatibility View Settings' dialog box. The 'Add this website:' text box is highlighted with a red oval. Below it, there is a list of 'Websites you've added to Compatibility View:' which is currently empty. At the bottom, there are checkboxes for 'Include updated website lists from Microsoft', 'Display intranet sites in Compatibility View' (which is checked), and 'Display all websites in Compatibility View'. There are 'Add', 'Remove', and 'Close' buttons.
In the event that you are still unable to log into GO, go to https://cag.state.gov and log in.	

User Guides for Global OpenNet (GO) Setup for MAC

Disabling Pop-Ups for Safari

Steps	Screen
1) Open the Safari browser.	
2) Press the Ctrl key & comma (,) to open up the preferences menu in Safari.	
3) Under the security tab, make sure that Block pop-up windows is NOT checked.	
4) Exit out of the menus and browser.	

User Guides for Global OpenNet (GO) Setup for MAC
Java and Citrix installations are complete!
Web browser configuration is complete!
You are ready to access GO!